iTrent
Self Service
User Guide

Schools Edition - Version 1.1

www.ealing.gov.uk

iTrent Self Service
User Guide
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Guide Navigation

If you are viewing this guide as an Adobe PDF document you will be able to navigate around the document by clicking on built in links. When you click on subjects in the index, or on aspect buttons and the memorable information warning box, you will jump to the specific area of the document that pertains to this. Clicking on an internet address will open a new browser page to the relevant website.

Introduction

Self Service is a module of the iTrent integrated HR and Payroll database that is managed by the London Borough of Ealing. The Self Service module is a secure web based interface that enables employees to take ownership of their own information, and is accessible to every direct employee of the borough.

The benefits of Self Service are the ability to:

- View, amend and add your personal information
- View your current and historical LBE employment information
- View and amend your bank details
- View, save and print your current and historical payslips
- View and print your P60 (Annual Pay Summary)
- View your absence history

Please Note: Employment history refers to position changes from summer 2011 and will not identify changes prior to that.

Your P60 will only be available at the end of the tax year.

Additional benefits are the ability to:

- Process expense claims
- Process mileage claims
- Request annual leave
- Request other types of leave (medical, bereavement, etc)

Please Note: Expense claims apply to claims outside of normal petty cash processes currently in operation.

Annual leave requests apply to employees who work all year round and will be accessible once working patterns have been established.

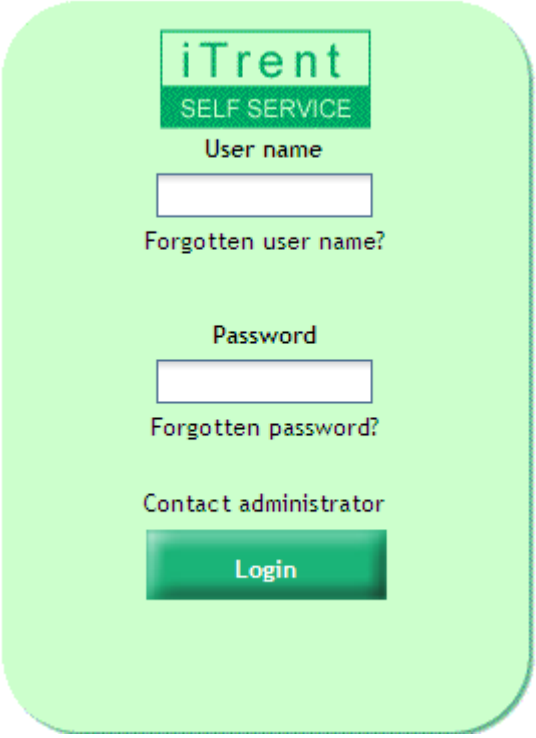
Getting Started

To access Self Service you will need either a computer with internet access, or an internet enabled device such as a smart phone, pda or iPad.

Open your internet browser (Internet Explorer/Google Chrome/Mozilla) and in the address bar, type in:

https://lbeal.webitrent.com/lbealli_selfservice

and then press **Enter** on the keyboard.



The iTrent Self Service login screen will open. If it fails to open, check the address and re-try (letters that do not have a dot above them are L and not i).

iTrent TIP

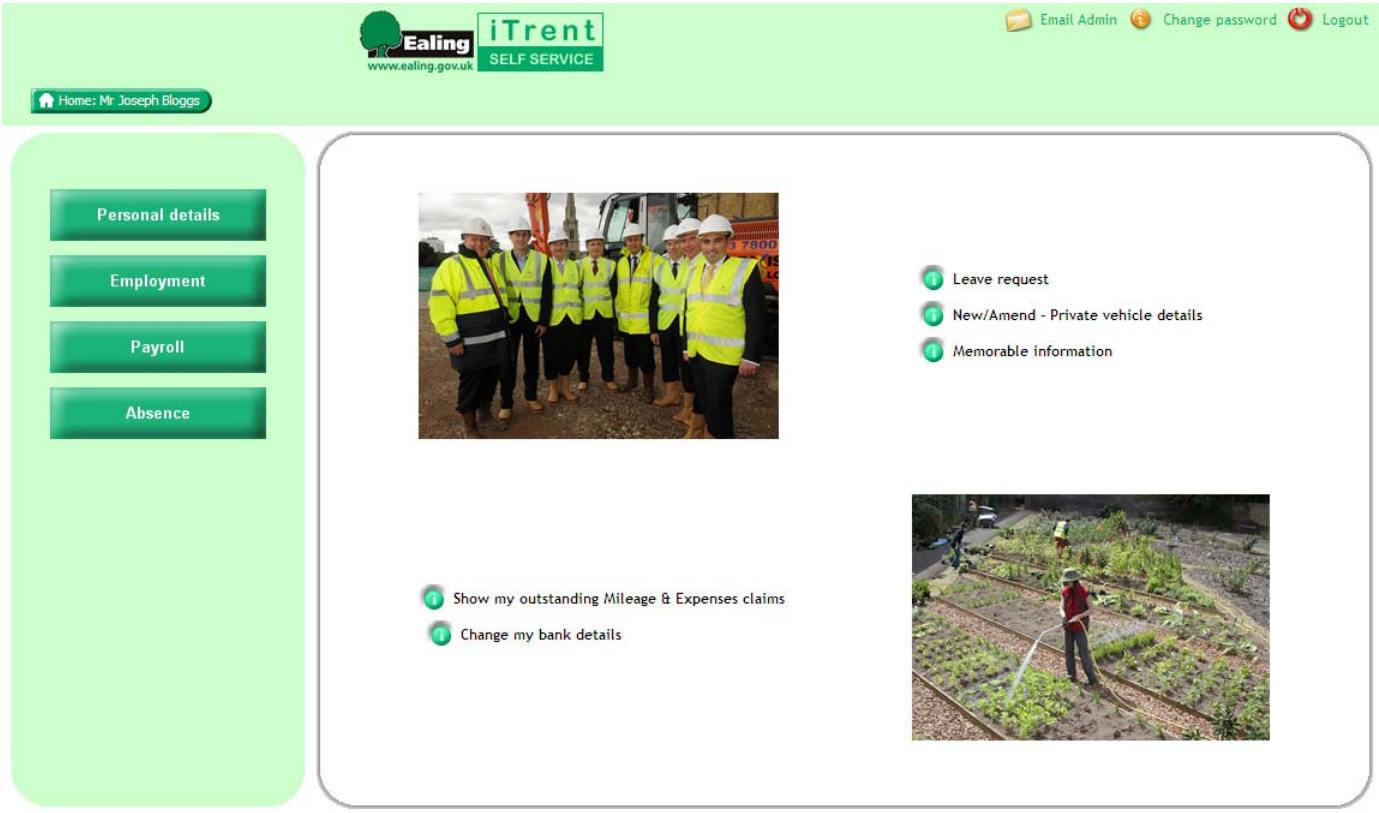
If you will be accessing Self Service regularly on this computer, it is recommended that you save this as a **Favourite** so that you don't have to type the address in each time.

Enter your **Username** and **Password** and click on the

button.

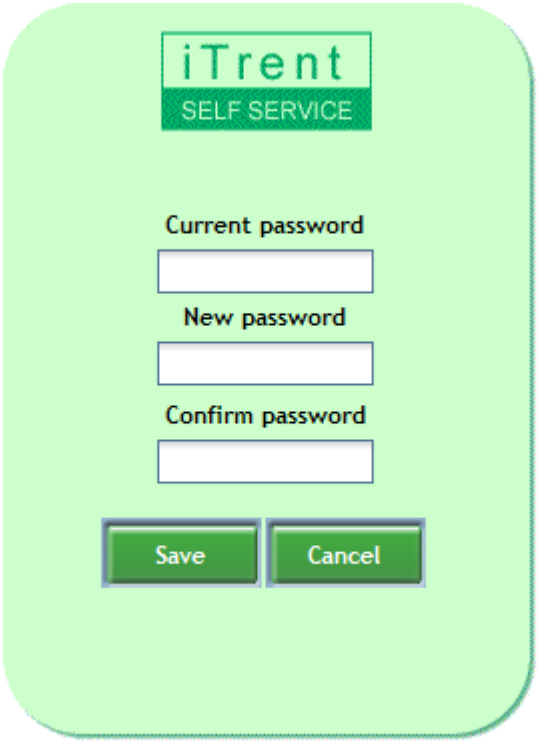
The Self Service **Home** page will open. The module is a simplified design that broken up in to 4 aspects:

There are also quick-links on the screen denoted with this symbol. By clicking on the quick-link you will be taken directly to that page without having to navigate through the different forms. The quick-links will change depending on where you are in the system.



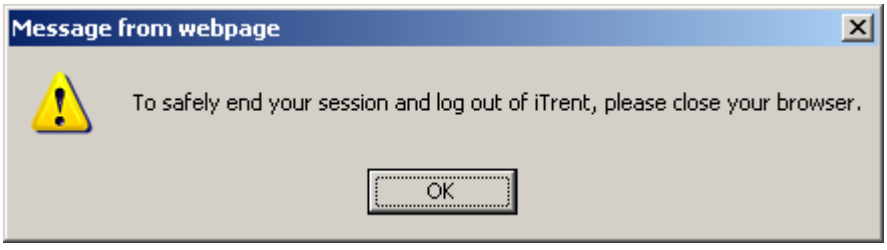
If you have a dedicated personal email browser set up on the computer (Outlook, Outlook Express) you are using, by clicking on the **Email Admin** icon a new email message will open addressed to the iTrent Support Team. If you do not have an email browser in place you can email them outside of the system at **iTrentSupportTeam@ealing.gov.uk**

When you login to Self Service for the very first time, you must change your password. You have the ability to change your password thereafter, by clicking on the Change password button. The following screen will open that will allow you to change your password.



When you move through the different aspects of Self Service a navigation trail is created. To return to the **Home** page click on that Home: Mr Joseph Bloggs part of the trail.

The Logout button doesn't log you out of Self Service, it offers the following message:

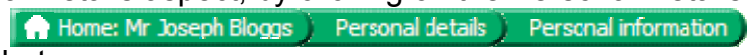


To logout of Self Service, click on your browser's exit button .

Things To Remember

iTrent WARNING

Completing your Memorable Information is essential. If you forget your password this allows you back into iTrent, otherwise you will have to contact the iTrent Support Team to reset it, which won't be immediate.

Once you select a sub-section, you can return to the previous screen by clicking the Back button. Alternatively you can click on the part of the navigation trail that you want to move to. For example if you were in the Personal information sub-section of the Personal Details aspect, by clicking on the Personal Details part of the navigation trail 

you would move back to that screen.

iTrent TIP

If you are adding or amending a record and decide not to save your changes, to move out of the sub-section without saving click on any part of the navigation trail outside of the current sub-section.

Date fields are used throughout Self Service. You can type directly in the specific date field using the format of dd/mm/yy (01/09/11) or dd/mm/yyyy (01/09/2011). Alternatively you can pick the date from a calendar display by clicking on the relevant button.

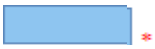
You can navigate to different months/years using the arrow keys.

To select a specific date, double-click on it.

To close the calendar, click on the button.

iTrent TIP

If you leave Self Service inactive for any significant length of time, when you go to use it you will be required to login again.

Mandatory fields are shaded in light blue and marked with a red asterisk 

If you attempt to

a record that contains an incomplete mandatory field, the record won't save and you will receive the following message:

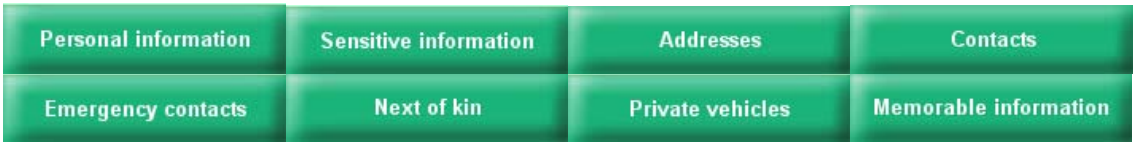
You cannot leave the mandatory fields blank.

If you make the changes to your bank details between the 12th and the 26th of the month it is important that you contact the London Borough of Ealing Payroll Department. This is to ensure that the changes to your bank details are actioned in time to meet the Payroll cut off deadline for the month.

Failure to contact the Payroll Department may result in your salary being paid to your previous bank account, or your salary being unpaid if your previous account is closed.

Personal Details

The Personal Details aspect is where you can view, amend and add your personal details. It is broken up in to 8 sub-sections:



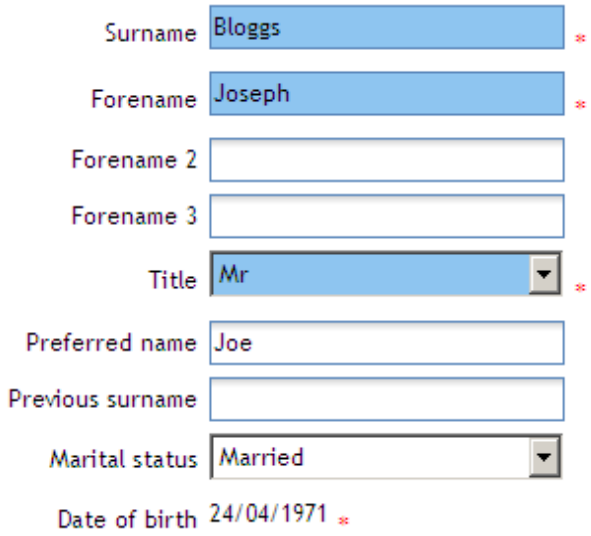
The following table identifies the sub-sections that should be completed and why:

Sub-Section	Required	Reason
Personal information	Yes	Used in official documentation (P60, Pension, etc)
Sensitive information	Optional	Used for statutory returns/workforce profiling (includes disability)
Addresses	Yes	Used for official documentation (P60, Pension, etc)
Contacts	Yes	Used to contact you for school purposes
Emergency contacts	Optional	Used in case of an emergency
Next of kin	Optional	Used for pension purposes
Private vehicles	Optional	Used when processing Mileage Claims
Memorable information	Yes	Used if you should forget your Self Service password

Currently iTrent and the SIMS system do not exchange information so any changes to the Personal Information, Address, Contacts, Emergency Contacts and Next of Kin sub-sections within Self Service should be brought to the attention of the School's Administration Office.

Personal Information

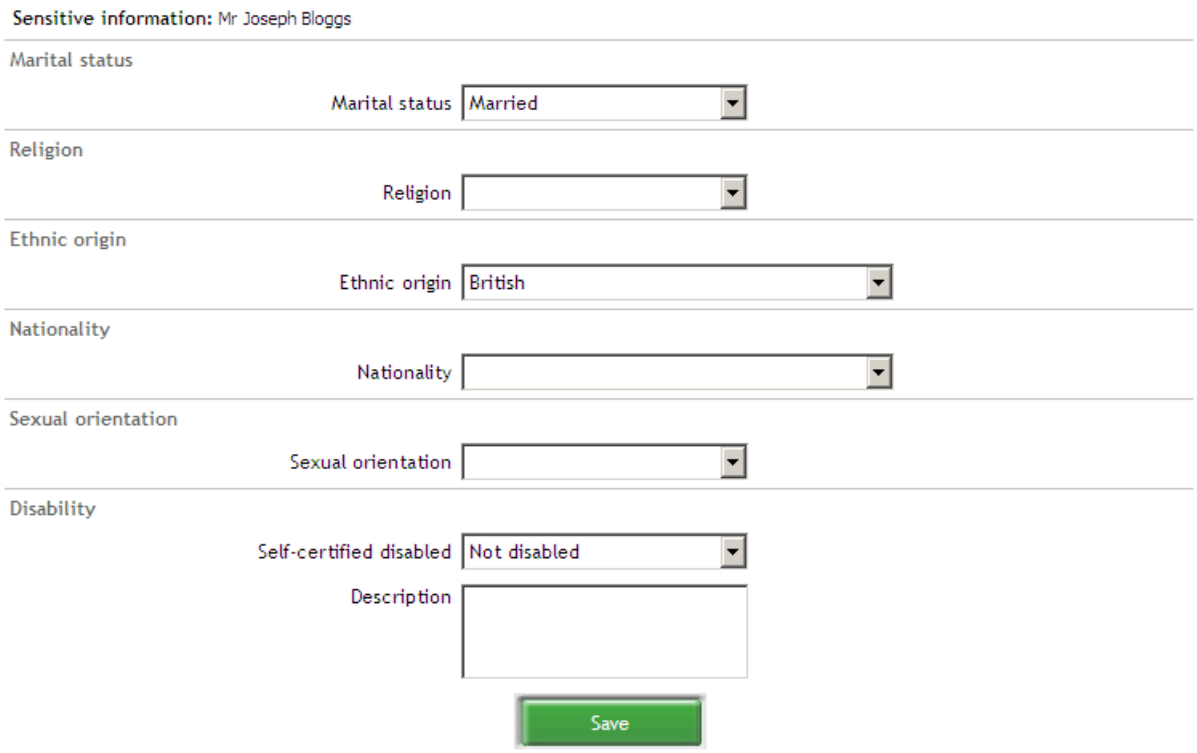
Within the Personal Information sub-section the fields of **Surname**, **Forename**, **Title**, **Marital Status** and **Date of Birth** cannot be changed by an individual. Changes to these fields can be made by the School's Administration Office when original supporting documentation is presented.



Sensitive Information

Sensitive Information is used for statutory reporting and workforce profiling. For instance London Borough of Ealing could compare the ethnic profile of the organisation against the ethnic profile of Ealing's residents to see whether certain ethnic groups are under represented within the organisation.

Whether or not you complete the Sensitive Information sub-section is entirely up to you. However it is recommended that you complete the Self-Certified Disabled field.

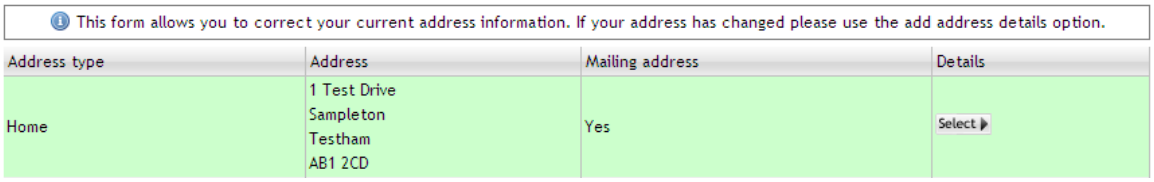


If you do amend your Sensitive Information, ensure to Save your changes prior to moving out of the sub-section or your changes will be lost.

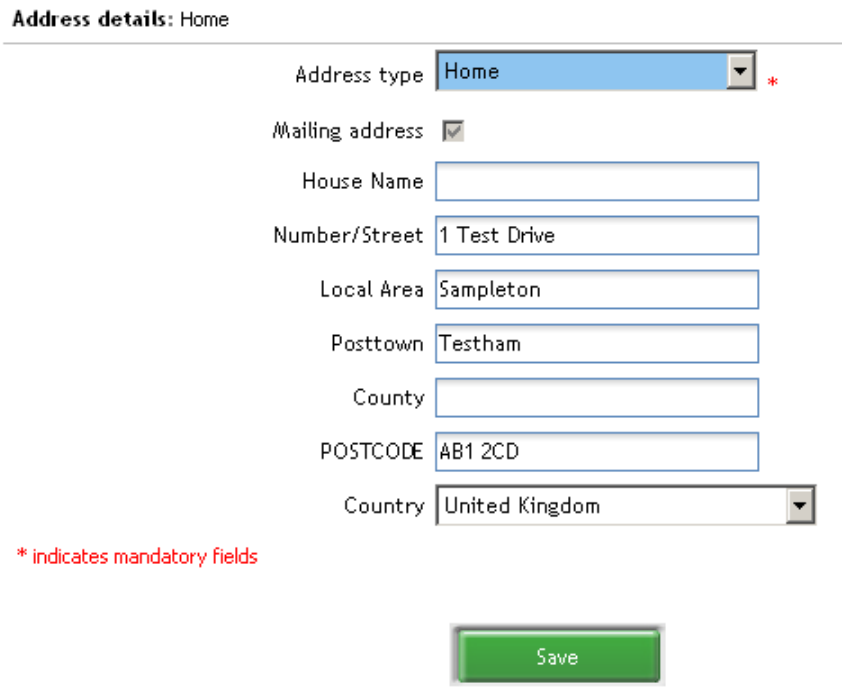
Addresses

Addresses cannot be deleted, but can be either amended by clicking on the Select button, or you can add a new address by clicking on the New - Address details button. Please note that if you add a new home address, this will close off the previous home address and replace it with the new one.

There is also the option to add a Term-Time address. This address can be overwritten, but cannot be closed off within Self-Service. To remove this you will need to contact your School's Administration Office.



If you do amend an address, ensure to Save your changes prior to moving out of that sub-section or your changes will be lost.



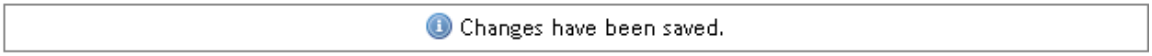
Contacts

The Contacts sub-section gives you the ability to view, amend and add your contact information.

The sub-section works in very much the same way as previous sub-sections discussed. Note that at any given time you can only have one of each contact type. Within the Contact sub-section you also have the ability to

entries.

Any changes saved will be confirmed with the following message:



iTrent TIP

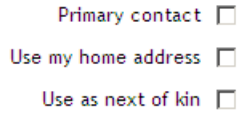
Because you can only enter one of each type of contact number in Self Service, if you do have a secondary number, this can be entered on to an existing record using the / character to separate the numbers.

Emergency Contacts

The Emergency Contacts sub-section gives you the ability to view, amend, add and delete emergency contact information.

The sub-section works in very much the same way as previous sub-sections discussed. There isn't a limitation as to the number of emergency contacts you have, but you can only ever have one primary contact.

You also have the ability to join the emergency contact to your home address, and to use them as your next of kin. This saves you time having to input this information in twice.



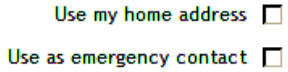
Within the emergency contacts sub-section you only have one field (Contact at) with which to populate telephone numbers.

iTrent TIP

The emergency contacts sub-section only has one field (Contact at) to populate phone numbers, if there is more than one number, enter this on to an existing record using the / character to separate the numbers.

Next of Kin

The Next of Kin sub-section gives you the ability to view, amend, add and delete next of kin information. The sub-section looks and works in very much the same way as the Emergency Contacts sub-section. Like the Emergency Contacts sub-section you have the ability to link to your home address, and use as an emergency contact, however you cannot populate telephone and email information in this sub-section.



iTrent TIP

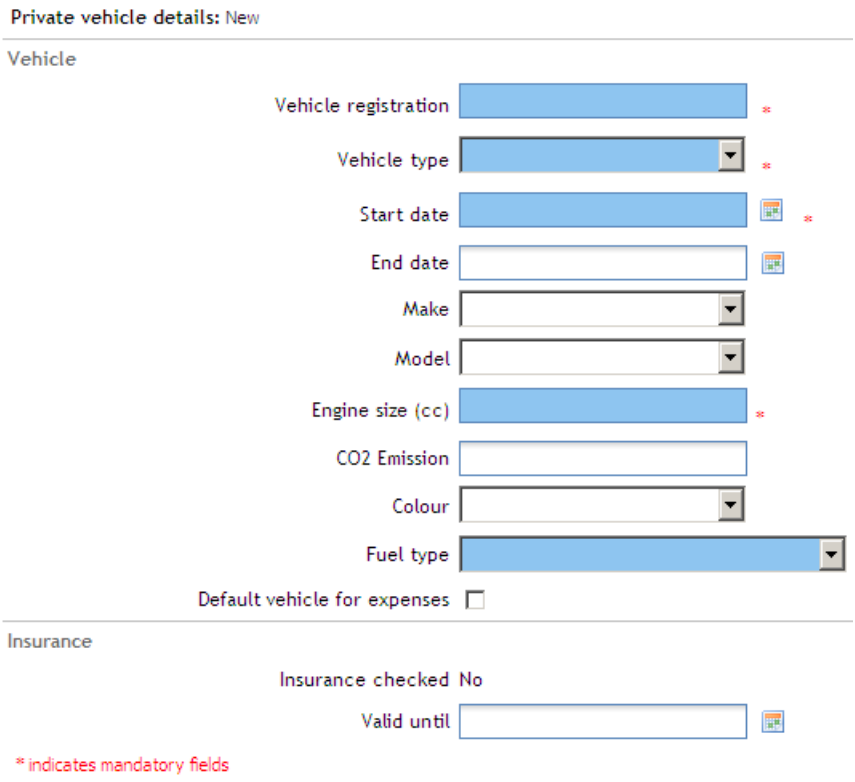
If you intend to add a next of kin record that you also want to use as an emergency contact, you should do this from the Emergency Contacts sub-section, as you can't put contact details on the Next of kin form.

Private Vehicles

The Private Vehicle sub-section gives you the ability to view, amend, add and delete private vehicle information. If you use your own private vehicle for work purposes and are authorised to claim mileage, you should populate your vehicle details.

If you claim mileage through the Expenses sub-section you must have an active private vehicle listed. You also have the option to list more than one private vehicle.

You have the option to set a default vehicle for expenses. This only changes which vehicle defaults as your first option when making a mileage expenses claim.



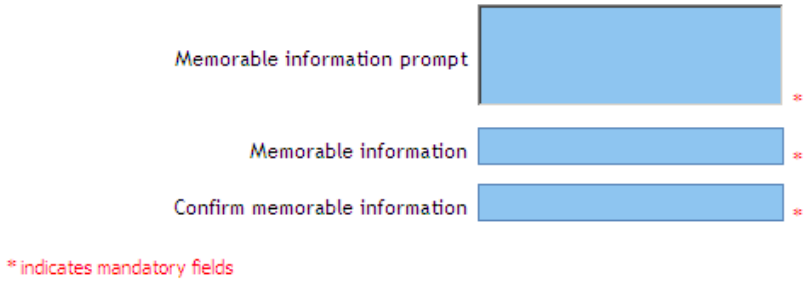
iTrent TIP

If you put an end date on a private vehicle, it will no longer be available for mileage claims, even if the mileage relates to an earlier date. So process all mileage for a specific vehicle before adding an end date.

Memorable Information

The Memorable Information sub-section gives you the ability to create a unique question specific to you that can be used in the event that you forget your login password.

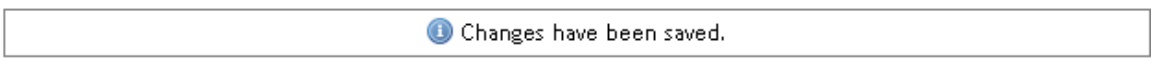
The Memorable Information prompt (the question) should contain between 10 and 25 characters, and the Memorable Information (the answer to your prompt) has to be at least 6 characters and it cannot contain spaces, nor be the same as your memorable information prompt, user name or password.



The following are some scenarios of Memorable Information:

Memorable Information Prompt (question)	Memorable Information (answer)	Is This Valid	Reason If This Is Not Valid
First Dog's Name?	beethoven	✓	
What was your Junior School?	park hill school	✗	The answer contains spaces
What was your Junior School?	parkhillschool	✓	
Mother's name?	ruth	✗	The answer is less than 6 characters
Mother's full maiden name?	ruthbenjamin	✓	

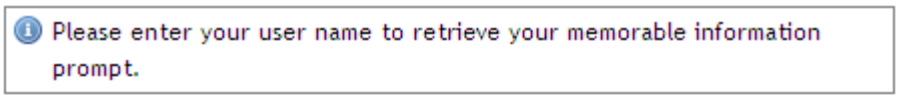
Once you have input your memorable information details and clicked on the Save button, the following message appears:

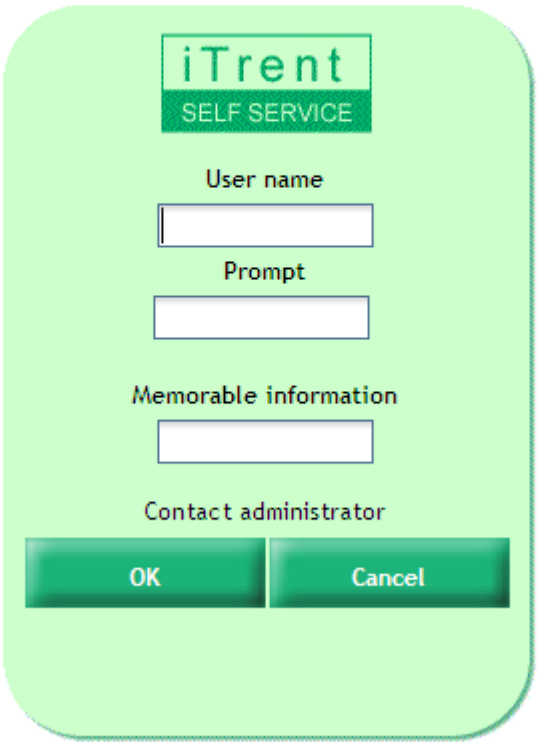


When you enter memorable information for the first time, or if you have deleted previous information, once you save your changes the Delete button will appear, giving you the ability to delete your memorable information.

Once you click Save your memorable information (answer) will be disguised, and displayed in the following format ••••••••••••••••••••

Now if you forget your password, on the login screen if you click on the **Forgotten Password?** link the following screen will appear:





Once you enter your user name, your prompt will appear. When you have completed the memorable information field, and clicked on the OK button, you will be prompted to enter a new password.

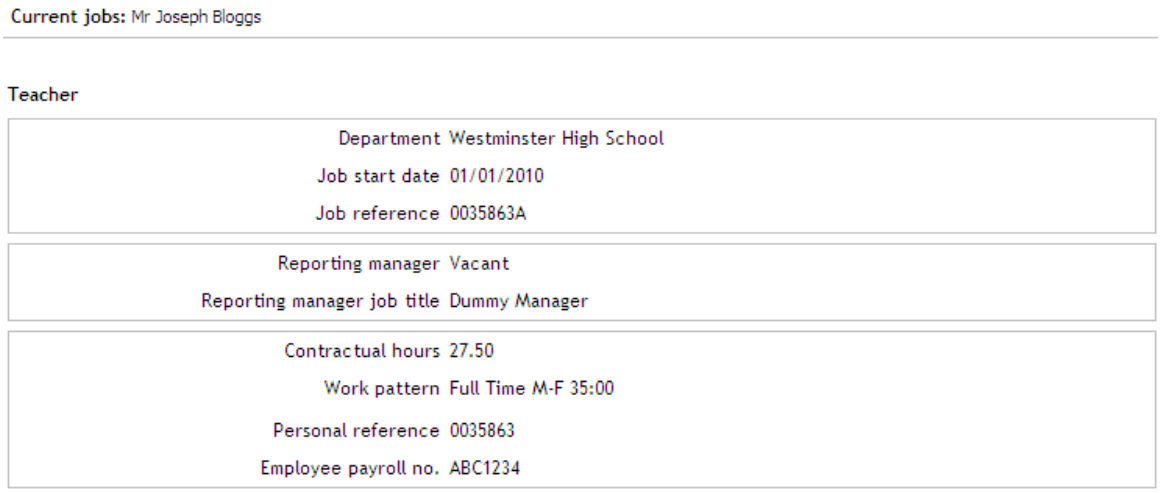
iTrent TIP

The memorable information answer is case sensitive so it is advisable that you keep the entire answer either in upper or lower case, as opposed to a mix of both.

Employment

The Employment aspect is where you can view your current and historical London Borough of Ealing employment information. The aspect is broken up in to 4 sub-sections:

The Employment aspect is view only so you cannot add or amend information, but it gives you the ability to check the details of your current employment information, as well as provide location and contact information.



As your career progresses with the London Borough of Ealing, the Previous Jobs sub-section will capture your previous position information. This sub-section will only refer to position changes from summer 2011 and does not identify changes prior to that, or positions outside of your employment with the London Borough of Ealing.

iTrent TIP

Check that your current job information is correct. Any queries should be raised with the School's Administration Office and the HR and Operations team.

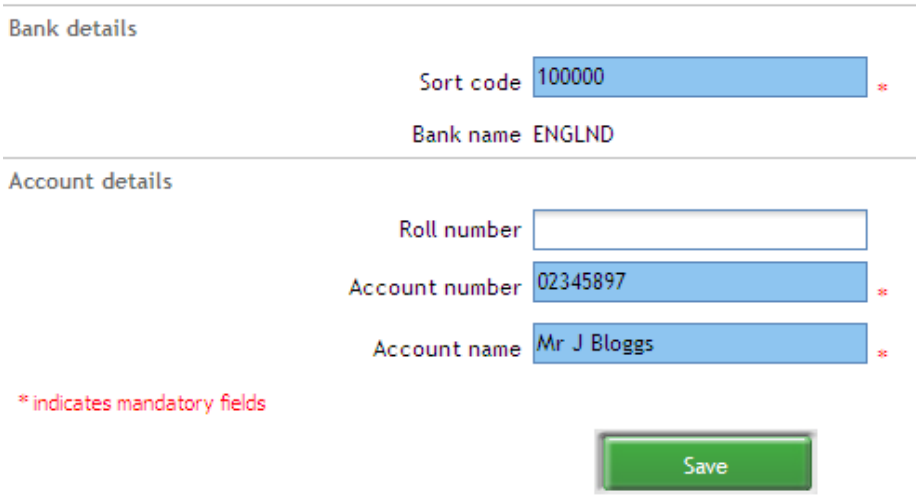
Payroll

The Payroll aspect is where you can view and amend your bank details, view, save and print your current and historical payslips, and view and print your P60 (Annual Pay Summary). Additionally you can process expense and mileage claims through Payroll. The aspect is broken up in to 6 sub-sections:

The navigation of this aspect is similar to what has already been outlined.

Bank Details

Within the Bank Details sub-section you have the ability to amend your bank details. You can only ever have one bank account linked to your record.



iTrent WARNING

Changes to your bank details are immediate, but if the changes are made between the 12th and 26th of the month it is important that you contact Payroll to ensure the correct account is credited.

Time & Expenses Claims

Check that the school is utilising this functionality before using

The Time & Expenses Claims sub-section gives you the ability to add, amend, submit and print expense and mileage claims.

To be able to attach receipts to expense claims, you will need access to a scanner.

When you first enter the Time & Expenses Claims sub-section, if you have any outstanding claims awaiting approval or claims that have not yet been submitted, they appear in the summary screen.

Claim	Reference	Job title	Start date	Submitted date	Cut off date	Authorisation status	Summary	Details
Ealing Expenses & Mileage	EXP000014	Teacher - 0035863A	01/09/2011			Provisional	Select	Select
Ealing Expenses & Mileage	EXP000008	Teacher - 0035863A	31/08/2011	31/08/2011		Awaiting authorisation	Select	Select
Ealing Expenses & Mileage	EXP000007	Teacher - 0035863A	30/08/2011	31/08/2011		Awaiting authorisation	Select	Select
Expenses v2.1	EXP000074	Teacher - 0035863A	01/08/2011	25/08/2011		Awaiting authorisation	Select	Select

The summary screen identifies date information for the claim (start date, submitted date), and the Authorisation Status. Submitted claims that are outstanding are marked as, Awaiting authorisation unsubmitted claims are marked as Provisional .

Claims that are awaiting authorisation are also marked with an icon.

You can chose to see a summary or the details of each specific claim by clicking on the relevant Select button.

To view and print a summary of an entry, click on the summary select button.

To amend and/or delete an entry, click on the details select button.

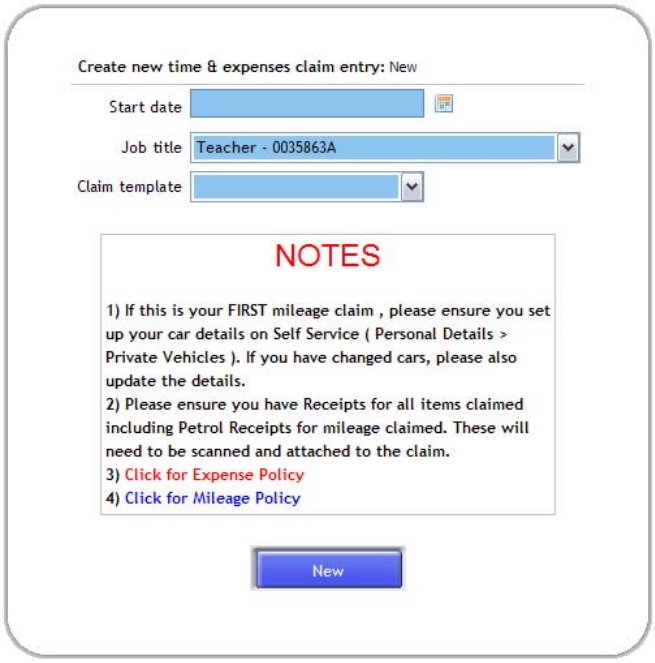
Once a claim has been submitted and processed by the Authorising Manager it will no longer appear in the summary screen, but will appear in the Time & Expenses Claims History sub-section.

To process a new claim, click on the New - Time & Expenses claim entry button.

From the New Time & Expenses claim screen you can choose to view the expenses policy and the mileage policy by clicking on the respective item:

Click for Expense Policy
Click for Mileage Policy

You will need access to the London Borough of Ealing intranet to view items.


Create new time & expenses claim entry: New
Start date
Job title
Teacher - 0035863A
Claim template
NOTES
1) If this is your FIRST mileage claim , please ensure you set up your car details on Self Service (Personal Details > Private Vehicles). If you have changed cars, please also update the details.
2) Please ensure you have Receipts for all items claimed including Petrol Receipts for mileage claimed. These will need to be scanned and attached to the claim.
3) Click for Expense Policy
4) Click for Mileage Policy
New

Expenses are position specific, so if you have more than one position you will need to pick the job that your claim relates to.

The Start date should be the date that relates to your earliest claim.

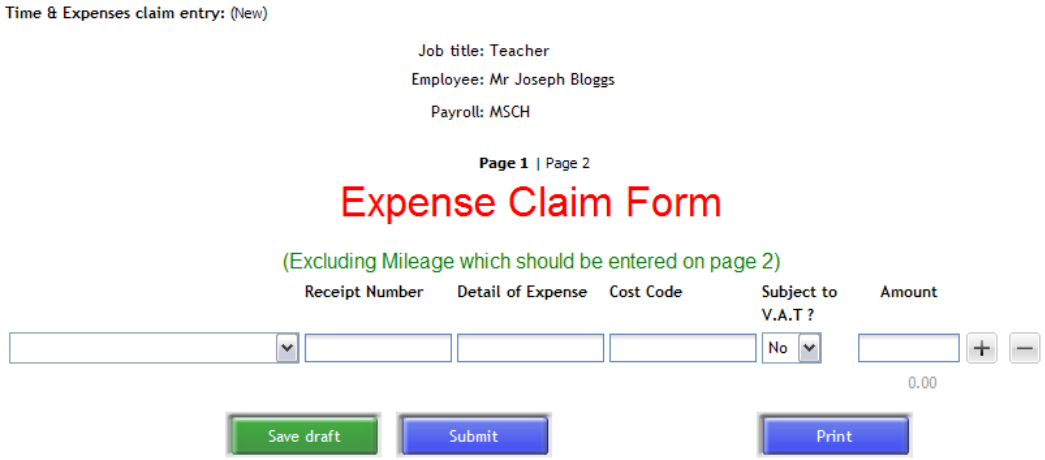
To process a claim you will need to select Ealing Expenses & Mileage from the Claim template dropdown field.

Once all fields are completed, click on the New button, and a blank expense claim form will open.

It is important to note that the expense claim form is split over 2 pages. Page 1 is for non-mileage claims, and Page 2 is for mileage claims.

Claims do not have to be processed separately, combined non-mileage and mileage expense claims can be processed together. If you are combining claims, only click on the Submit button once both pages have been completed.

Combined claims that relate to different positions should be processed separately.



To move between the respective pages, click on the specific page number **Page 1** | Page 2. The page you are currently on appears in a bold type.

The dropdown field on Page 1 lists the different types of expense that you can claim for, the other fields are self-explanatory.

You should manually number your receipts by writing the number on the front of the receipt, and enter the number in the corresponding Receipt number field to facilitate the checking process (e.g. 1, 2, 3, etc).

The cost code field should only be completed where claims relate to expenses outside of your usual cost centre. The cost code must be in a 10 digit format and made up of the account code (4-digit) and the cost centre (6-digit). If you are unsure of the cost code, check with the School's Administration Office. To check if the expense is subject to V.A.T, look to see if V.A.T is visible on the receipt.

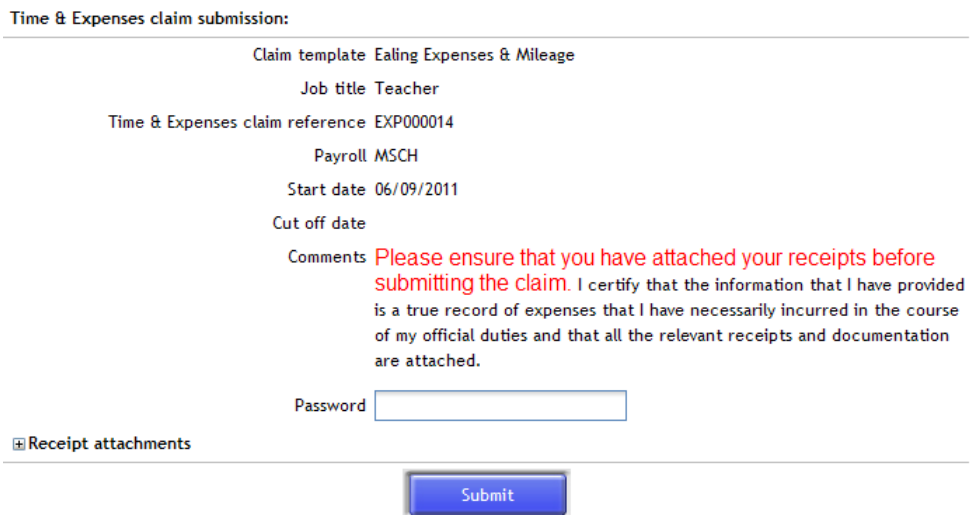
To add additional lines for further expense claims click on the + button, and to remove lines click on the – button. If multiple lines are used, a sub-total appears at the base of the amount column.

You can choose to save or print the claim at any point during the creation stage.

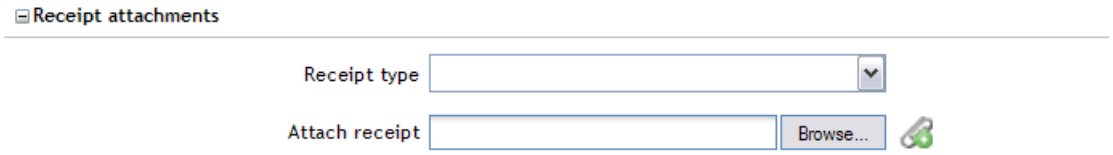
If you save a claim it will appear in the summary screen, and can be selected and subsequently updated from there.

Once you submit a claim, a summary screen appears, check the details are correct. If you click on the Back button at this point you will be taken back to the summary screen.

At the summary screen you will attach receipts related to your claim, to do this click on the + button.


Time & Expenses claim submission:
Claim template Ealing Expenses & Mileage
Job title Teacher
Time & Expenses claim reference EXP000014
Payroll MSCH
Start date 06/09/2011
Cut off date
Comments Please ensure that you have attached your receipts before submitting the claim. I certify that the information that I have provided is a true record of expenses that I have necessarily incurred in the course of my official duties and that all the relevant receipts and documentation are attached.
Password
Receipt attachments
Submit

In the Receipt type drop-down field select **Expenses Receipts** and then click on the Browse button. From the dialogue box navigate to, and select your receipt, and click **Open**.



Then click on the attach button to confirm attachment.

Once you have attached a receipt, it will appear below the summary. You have the option to delete a receipt by clicking on the delete button next to it.

Prior to submitting a claim you will need to input your password in the relevant field. This field acts as your personal declaration of the following:

> I certify that the information that I have provided is a true record of expenses that I have necessarily incurred in the course of my official duties and that all the relevant receipts and documentation are attached.

And for mileage expense claims:

> I confirm that my car is insured, roadworthy, fit for it's purpose and has a current MOT certificate (if applicable). I further confirm that I hold a valid driving license which permits me to legally drive this vehicle.

The mileage expenses page is similar to the non-mileage expenses page.

Time & Expenses claim entry: (New)
Job title: Teacher
Employee: Mr Joseph Bloggs
Payroll: MSCH
Page 1 | Page 2
Mileage Claim Form
(Other Expenses should be entered on page 1)
I confirm that my car is insured, roadworthy, fit for it's purpose and has a current MOT certificate (if applicable).
I further confirm that i hold a valid driving license which permits me to leagally drive this vehicle.
If you are claiming for more than one scheme eg. out of borough and casual in borough, you wil need to complete an additional claim form.
Vehicle
Scheme
Cost Code
LL10 ABC
BICYCLE
Journey Date
Miles claimed
Journey From
Journey To
Reason for Journey
Fuel Receipt Number
Save draft
Submit
Print

If you have more than one vehicle listed against your private vehicles within the Personal Details aspect you can select the correct one from the vehicle dropdown.

The following schemes are available for expense claims:

Scheme	Explanation
Bicycle	For bicycle journeys
Casual in Borough	For journeys within the London Borough of Ealing
Motorcycle	For journeys using a motorcycle
Out of Borough	For journeys outside the London Borough of Ealing

The cost code field should only be completed where claims relate to expenses outside of your usual cost centre. The cost code must be in a 10 digit format and made up of the account code (4-digit) and the cost centre (6-digit). If you are unsure of the cost code, check with School's Administration Office.

Miles are calculated in whole numbers, therefore when processing claims miles should be rounded up to the nearest whole number.

You also have the ability against mileage entries to clear the contents of a line by clicking on the clear button.

Upon submission of an expense claim, if the form contains errors the submission will not proceed and the error will be identified at the top of the screen.

The journey date is missing (page 2, row 1).

You can then correct the errors and re-save the claim.

Once you click on the Submit button your request will be sent to the School's Administration Office for approval. If you have an email account set on the system you will receive a confirmation of your claim, and a notification once the School's Administration Office has approved or denied your claim.

If you move outside of the claim without correcting the errors, on the summary page the authorisation status will read as Errors .

iTrent TIP

If you are inputting a large number of claims it is advisable that you save the claim at regular intervals. To do this click on the Save draft Button, then navigate back into the claim from the summary screen.

Once you have submitted a claim, a claim reference number is allocated to the record. To see the claim reference number, from the summary select button on the summary page open the specific claim and the claim reference number appears at the top of the record.

Time & Expenses Claims History

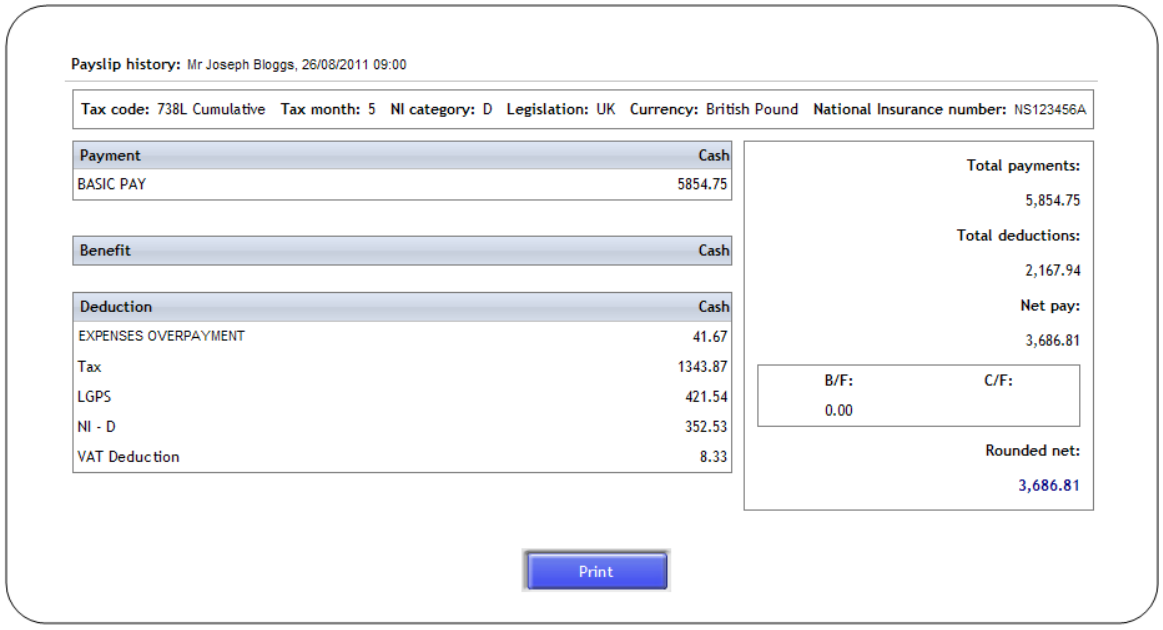
The Time & Expenses Claims History sub-section is a summary of processed expense claims.

The Time & Expenses Claims History sub-section looks similar to the summary page of the Time & Expenses Claims sub-section. Within this sub-section you only have the option to view and print a summary of the expense.

Latest Payslip & Payslip History

Basic payslips are saved on your record, this is useful if you are unable to view your PDF format payslips.

To view a historical payslip, from the selection available click on the Select button next to the payslip you want to view.



You can print your payslip by clicking on the Print button.

Your payslips will remain on iTrent throughout your career with London Borough of Ealing.

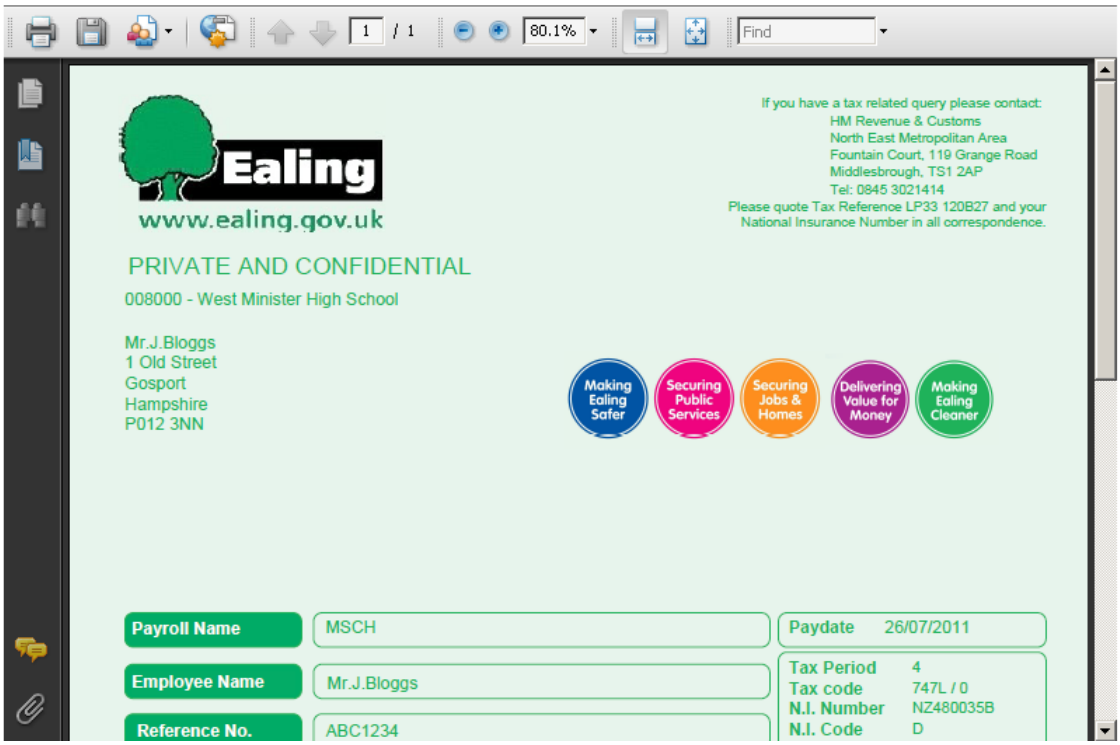
Latest Payslip (pdf) & Payslip History (pdf) & P60

Payslips & P60s are saved on your record in a PDF format (PDF stands for Portable Document Format). To be able to view a payslip, you must have an Adobe viewer (Adobe Acrobat/Adobe Reader) loaded on your computer. Adobe Reader can be downloaded for free from the following website: **www.adobe.com/downloads/**

To view a historical payslip, from the selection available click on the

button next to the payslip you want to view.

When viewing your P60s, current or previous payslips, this may take a while to load as it opens your payslip through the Adobe interface. Depending on what version of Adobe is loaded on your system this will either open within the Self Service page or in a separate PDF page.



Use the scroll bars to navigate to the lower part of the payslip.

You can print your payslip/P60 by clicking on the print button.

You can save your payslip/P60 by clicking on the save button.

Please note that your P60 (Annual Pay Summary) will only be available after the close of the financial year, and you will still receive a printed version of this.

iTrent WARNING	Only save payslips/P60s to your own personal computer. If you save them to a shared computer, these could be viewed by other users.

Your payslips and P60s will remain on iTrent throughout your career with London Borough of Ealing.

iTrent TIP	Printed payslips and P60s can be used, and are recognised as legitimate documentation for financial purposes (mortgage/loan applications, etc).

Absence

Check that the school is utilising this functionality before using

The Absence aspect is where you can view your absence history, and request annual leave, and other types of leave (medical, bereavement, etc). The aspect is broken up in to 4 sub-sections:

The navigation of this aspect is similar to what has already been outlined.

Holiday Dates

The Holiday Dates sub-section provides a summary of Holiday Dates (including the option to include your bank holidays) and gives you the ability to request annual leave.

iTrent WARNING	New holiday date requests only apply to staff that work all year round, and only once a working pattern has been established.

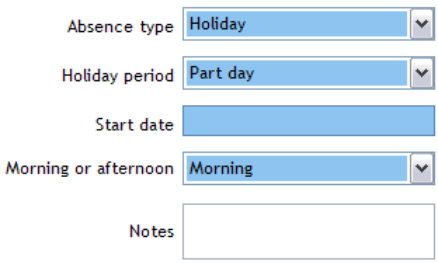
You can check if your working pattern is correct in the Current Jobs sub-section of the Employment module. If you are unsure, check with the School's Administration Office.

iTrent TIP	Check that your holiday dates are correct. Any queries should be raised with the School's Administration Office and the Payroll department.

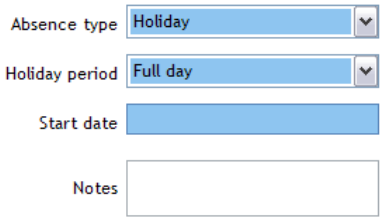
New Holiday Dates

To request annual leave click on the button, you will be taken to the New Holiday Details screen.
The screen changes depending on what Holiday Period type is selected:

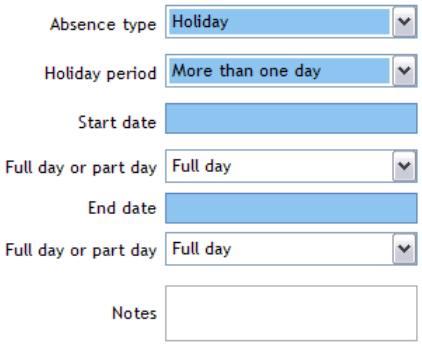
Part Day



Full Day



More Than One Day



On this screen you also have the ability to check your Holiday Balances by clicking on the button. If you have multiple positions you will have to book leave against a specific position.

Once you click on the button your request will be sent to the School's Administration Office for approval. If you have an email account set on the system you will receive a confirmation of your request, and a notification once the School's Administration Office has approved or denied your request.

Holiday Balances

The Holiday Balances sub-section is a summary page of your Holiday entitlement if you work all year round. Your holiday allowance is based on the Holiday Entitlement Scheme connected to your contractual conditions of service.

You can see a breakdown of scheme allowances in **Appendix I – Holiday Entitlement**.

Sickness Dates

The Sickness Dates sub-section is a summary page of occurrences of sickness. You can check the details of each occurrence by clicking on the Select button. Sickness is listed against position, so if you have multiple positions, multiple lines will appear for each occurrence of sickness.

iTrent TIP	Check that your sickness dates are correct. Any queries should be raised with the School's Administration Office and the Payroll department.

Other Dates

The Other Dates sub-section works in much the same way as the Holiday Dates sub-section.

The Other Dates sub-section provides a summary of Other Dates of leave taken outside of holiday and sickness. This is for absences such as medical appointments and unpaid leave.

You can check the details of each occurrence by clicking on the Select button.

Other absence dates are listed against position, so if you have multiple positions, multiple lines will appear for each occurrence.

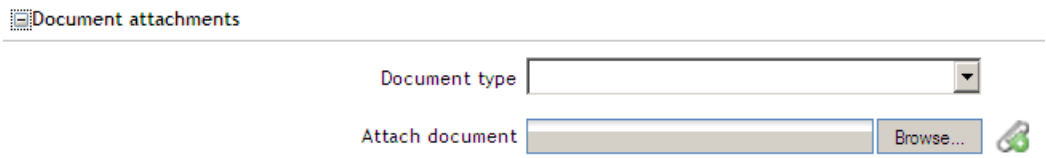
iTrent TIP	Check that your other absence dates are correct. Any queries should be raised with the School's Administration Office and the Payroll department.

New Other Dates

To request other leave click on the button, you will be taken to the New Other Absence Details screen.

The screen changes depending on what Absence Period type is selected. Supporting documentation can be attached at this point.

To attach documentation, in the Document type drop-down field select the relevant document and then click on the Browse button. From the dialogue box navigate to, and select the file you want to attach, and click **Open**.



Then click on the attach button to confirm attachment.

Once you click on the button your request will be sent to the School's Administration Office for approval.

iTrent WARNING

Once approved or where input by the School's Administration Office your salary will be adjusted for any Unpaid Leave or Jury Service.

Appendix I - Holiday Entitlement

If you work all year round, based on your conditions of service you will be attached to one of the following holiday schemes:

Scheme	Entitlement Details	Entitlement In Hours
Ealing's Local Conditions Of Service (NJC)	**Less than 5 years continuous local government service** 24 days, plus 8 Public and Bank Holidays and 3 days in between Christmas and New Year (35 days pro rata)	**245 hours pro rata** (168 hours + 56 hours + 21 hours)
	More than 5 years but less than 10 years continuous local government service 27 days, plus 8 Public and Bank Holidays and 3 days in between Christmas and New Year (38 days pro-rata)	**266 hours pro rata** (189 hours + 56 hours + 21 hours)
	More than 10 years continuous local government service 30 days, plus 8 Public and Bank Holidays and 3 days in between Christmas and New Year (41 days pro-rata)	**287 hours pro rata** (210 hours + 56 hours + 21 hours)
Ealing Homes	**Less than 5 years continuous local government service** 25 days, plus 8 Public and Bank Holidays and 3 days in between Christmas and New Year (36 days pro-rata)	**252 hours pro rata** (175 hours + 56 hours + 21 hours)
	More than 5 years but less than 10 years continuous local government service 28 days, plus 8 Public and Bank Holidays and 3 days in between Christmas and New Year (39 days pro-rata)	**273 hours pro rata** (196 hours + 56 hours + 21 hours)
	More than 10 years continuous local government service 31 days, plus 8 Public and Bank Holidays and 3 days in between Christmas and New Year (42 days pro-rata)	**294 hours pro rata** (217 hours + 56 hours + 21 hours)
Apprentices	24 days, plus 8 Public and Bank Holidays and 3 days in between Christmas and New Year (35 days pro-rata)	**245 hours pro rata** (168 hours + 56 hours + 21 hours)
Chief Officers	30 days, plus 8 Public and Bank Holidays and 3 days in between Christmas and New Year (41 days pro-rata) 287 hours pro rata	**287 hours pro rata** (210 hours + 56 hours + 21 hours)

Public and Bank Holidays

As shown above, holiday entitlements have been increased to include the standard 8 Public and Bank Holidays. As iTrent works on the basis of knowing your work pattern, it will automatically deduct the appropriate number of hours from your Holiday entitlement where the standard 8 Public or Bank Holiday dates fall on your normal working day. If you are required to work on a Public or Bank Holiday, your Manager will need to adjust your Holiday entitlement for the appropriate hours to be added to your holiday balance.

The 3-Days Between Christmas and New Year

As shown above, holiday entitlements have also been increased to include the 3 days that fall between Christmas and the New Year. Therefore, if you do not work on any, or all of these days, you must request these dates as Holiday, so that the appropriate number of hours can be deducted from your holiday entitlement.

Other Official Bank Holiday - Diamond Jubilee

Please note the additional bank holiday (to take place on the 5th June 2012 to mark the celebration of the Queen's Diamond Jubilee) has not been included in holiday entitlements. Therefore, if you are required to work on this date, your Manager will need to add the appropriate number of hours to your holiday entitlement, so that the time off can be taken at a later date. Managers should also ensure that part time employees, who do not normally work on this day, are given the pro-rata equivalent number of hours to be taken at a later date.

For further support and information:

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iTrentSupportTeam@ealing.gov.uk

iTrent Support Team
Payroll Department
Operations Department
(020) 8825 9000

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